SSVF Rapid Re-housing HMIS Workflow

**Coordinated Entry**

(IF your client is matched on the Coordinated Entry List) : Identify clients your program is matched with on the coordinated entry list

**Record Contacts:**

* Set Enter Data As provider to **Coordinated Entry NY-505**
* Navigate to the client’s profile in clientpoint
* Add an interim review for that client’s Entry/Exit in the **Coordinated Entry NY-505** provider
* Add information to the Housing Provider Contacts section
  + Record the date and type of contact

**Opening Clients**

* Confirm that client profile information and household makeup information are correct in Servicepoint
  + If client is entering project from a DV shelter,
    - Create client record in Clientpoint,
    - Create household and client records for each member of the household
* Add Electronic ROI to the ROI tab in Clientpoint
* Create Entry/Exit record in Clientpoint
  + Check that all responses are accurate at the time of entry into RRH, especially
    - Prior Living Situation
    - History of Homelessness (# of times literally homeless in the last 3 years, # of months homeless in the past 3 years, Approximate Date Homelessness Started)
    - Income
    - Non-Cash Benefits
    - Health Insurance
    - Disabilities
    - Domestic Violence
    - All SSVF required fields
  + Make sure to check that HUD verifications are complete and that all records are current (Green check-box)
* Add assessment information for all other family members in Shelterpoint
* Add opening case notes, measurements, and service transactions as required by your agency

**Updating client information – Service Transactions, Move-in, Annual Assessment**

Service Transactions

Service transactions must be recorded for every

* Case management meeting with a client
* Non-financial service provided
* Instance of financial assistance

Move-in

* + - When client obtains permanent housing, add an interim assessment on the date of that they moved in.
    - Fill in the Housing move-in date field with the date they moved in
    - Exit client from the **Coordinated Entry NY-505 Provider** with the destination “Rental by client, with RRH or similar subsidy” when they move into a housing unit

Annual Assessment

* If the client has been enrolled in the program for 1 year, create an interim assessment within 30 days of their anniversary date in the program
* Update the client’s income, non-cash benefit, and health insurance information with any changes that have occurred in the past year

Other updates

* Depending on your agency policy, you may have to record measurements (e.g., Self-Sufficiency Outcome Matrix) at regular intervals

**Checking client out**

* When the client is no longer receiving a rental subsidy or case management services, add an exit date to the client’s entry/exit record
* Select the Reason for Leaving and Destination
* Update client’s income, non-cash benefit, and health insurance information with any changes that have occurred in the past year